## DIVISION OF ENERGY EMPLOYEES OCCUPATIONAL ILLNESS COMPENSATION Customer Journey Map — Part B Lump-Sum Compensation

## Customer Recommended Seek **File and Develop Claim Final Decision Benefits Stages Decision Information** Customer **Employee/Contractor or** If accepted, claimant is **Claimant receives** Case transferred to Final **Claimant receives** If accepted for lump-sum **Current or former DOE Survivor files claim Development Letter** approved for benefits Adjudication Branch (FAB) **Recommended Decision** compensation, claimant employee/contractor **Steps** from CE from CE **Claimant assigned FAB** submits documentation to is diagnosed with an If denied, claimant may Case created in system **Hearing Representative** receive funds illness that may relate Claimant agrees with request reconsideration **Claimant obtains and** to an occupational decision and signs waiver within 30 days Claimant has the **Claimant receives Claims** submits requested If accepted for medical exposure opportunity to submit new **Acknowledgement Letter** evidence related to benefit eligibility, claimant If reconsideration is Claimant disagrees with evidence (hearing or and Welcome Packet medical, employment, receives DEEOIC Medical **Employee/Contractor** denied, claimant may decision and requests a review of written record) **Benefits Identification Card** survivorship, etc. or Survivor learns equest reopening at any review of the written and can submit benefit **Claimant undergoes** about the program and time with new evidence record or requests hearing If hearing was requested, requests back to their **Occupational History CE** simultaneously benefits and contacts claimant participates in original date of filing Questionnaire (Part E only) attempts to collect **DEEOIC** If reconsideration is hearing information from other denied, may file with US sources on behalf of the Claimant is assigned f also accepted for Part E, no **District Court when all FAB** reviews case and claimant Claims Examiner (CE) compensation is available other administrative issues Final Decision to until additional claims for options are exhausted accept or deny or remands Impairment and/or case to CE for further Wage Loss are accepted development Customer **Obtain literature from various community groups Phone interaction with Resource Center** Access tools and information on DEEOIC website **Touchpoints** Contacted by Authorized Representative or In-person visit to Resource Center Receive correspondence from DEEOIC by mail advocacy group Attend DEEOIC outreach event Phone interaction with CE/FAB Representative **Access Energy Document Portal (EDP) Access Employees' Compensation Operations & Management Portal (ECOMP)** "No amount of money can alleviate **Bright Spots** "Great customer service. the loss of my husband and this "The Resource Center & Pain Points Everyone I interacted "I am grateful to "Surprised and pleased at has been very helpful." process was very painful, yet the with was very helpful." receive this benefit at how well the system money has helped and has proven this time in my life." worked and the outcome." that he was a valuable employee and his sacrifice was noted by others." "The main problem I "Need to keep customer "I think I deserve more have is proving informed on where "The process is too slow, employment." compensation." process is going at cumbersome and what stage." "I disagree with the final decision." complicated."

Note: For many claimants, a Part E acceptance accompanies a Part B acceptance. The full Part E path as well as the steps for claimants utilizing medical benefits are not reflected here and will be shown on separate journey maps.